

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Whitetail Manufacturing Inc.

Vermont Manufacturing Extension Center

Quality Certification Wins New Customer at Whitetail Manufacturing

Client Profile:

Whitetail Manufacturing, Inc. is a precision manufacturer of close tolerance parts of ferrous and non-ferrous metals, plastics and phenolics for the medical, industrial, semiconductor, and aerospace industries. The 17-year-old company is located in Essex Junction, Vermont and employs 14 people.

Situation:

For several years, Whitetail had been courting business from a large aerospace manufacturer. When the company received a request for a quote (RFQ) from the manufacturer for a long-term contract opportunity, Whitetail could not respond to the RFQ because they did not have the required AS9100 certification. Whitetail President, Harold Torre, contacted the Vermont Manufacturing Extension Center to discuss what assistance they might receive toward getting this certification.

Solution:

VMEC Project Manager, Brenda Kelly, presented Whitetail with an array of quality management system implementation options. VMEC was also able to fund part of the cost of the project using funds from the New England Manufacturing Supply Chain (NEMSC) initiative. The objective of the NEMSC program is to assist small and medium-sized manufacturers enter into defense supply chains. Whitetail began their ISO Implementation in April 2005, with assistance from VMEC and Prism eSolutions, and In August 2006, successfully passed the AS9100 registration audit. Whitetail was not certified when the initial contract was received; however, upon completion of the certification process, the company received other contracts from the aerospace manufacturer and are now qualified to continue quoting on these aerospace contracts.

Results:

- * Achieved AS9100 certification.
- * Increased revenues by \$100,000.
- * Obtained 2 aerospace contracts.
- * Created 2 jobs.
- * Invested in new equipment.
- * Improved overall processes and employee satisfaction.

Testimonial:

"The AS9100 process has challenged us to understand our own means of daily operations.....[AS9100 quality control processes are] more work, but the benefits [are] definitely a positive. I feel strongly that if you're in machine trades and you want to be in business five years from now, you have to have these ratings."

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Harold Torre , President